



# Cisco Smart Business Communications System 2.0

## Ordering Guide

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# 1. Introduction

## 1.1 Purpose, Audience, and Scope

This document describes the pricing, packaging structure, and ordering for the Cisco® Smart Business Communications System (SBCS) Release 2.0. The Cisco Smart Business Communications System includes the following products and applications:

- **Cisco Unified Communications 500 Series for Small Business:** A unified communications appliance that includes robust voice and messaging features, public switched telephone network (PSTN) and Internet connectivity, integrated firewall, and an optional integrated WLAN access point.
- SBCS 2.0 supports two new Cisco Small Business Pro Series models in the Cisco Unified Communications 500 Series. The Cisco Unified Communications 540 (UC 540) is a desktop platform supporting 8 to 32 users and includes integrated wireless. The Cisco Unified Communications 560 (UC 560) is a rack-mount model supporting 16 to 104 users. Both use a simplified process to license additional users in 8-user increments and provide additional support for voicemail and applications. The UC 540 and UC 560 are both supported by the Cisco Small Business Support Center, with the Cisco Small Business Pro Service available to deliver 3-year “peace of mind” coverage.
- **Cisco ESW 500 Series Switches:** A complete portfolio of Cisco Small Business Pro Series Fast and Gigabit Ethernet Layer 2 managed switches that quickly and simply integrate with the Cisco SBCS and other Cisco Small Business Pro Series products. With integrated security, quality of service (QoS), and Power over Ethernet (PoE), these switches provide a high-performance, highly secure platform for small business voice, video, data, and wireless needs. SBCS 2.0 supports two new 8-port models in the Cisco ESW 500 Series; these new desktop PoE switches are available in both 10/100 and Gigabit Ethernet and use the same configuration utility as the 24- and 48-port models, with Cisco Configuration Assistant support as well.
- **Cisco Catalyst® Express 520 Series Switches:** Fixed-configuration, Layer 2 managed Ethernet switches with Fast Ethernet and Gigabit Ethernet connectivity, integrated security, and QoS and PoE features to support advanced IP communications and wireless LAN applications. (The end-of-sale date for these switches is December 2009.)
- **Cisco 520 Secure Router:** Combines Internet access and wireless services to protect the business from threats and malware in a single easy-to-use device. A component of the Cisco Smart Business Communications System, the Cisco 520 Secure Router brings together multiple technologies to help lower costs, improve network security, and simplify network management. The Cisco SR 520-T1 Secure Router (available in the United States and Canada only) is a high-performance T1 data router for small businesses.
- **Cisco SA 500 Series Security Appliances:** A line of dedicated, all-in-one security appliances designed for small businesses with up to 100 network users. Often called unified threat management, or UTM, these all-in-one devices are designed specifically for small businesses. They combine firewall, virtual private network (VPN), and optional intrusion prevention system (IPS), email, and web security capabilities. The customer may or may not have a current security solution that addresses secure connectivity, spam, and/or virus protection. SBCS 2.0 includes new firmware for the Cisco SA 500 Series that provides usability improvements and support for a subscription to IPS capabilities. The subscription includes instant messaging (IM) and peer-to-peer blocking, as well as protocol inspection.
- **Cisco AP 541N Dual Band 802.11n Clustering Access Point** An industry-first clustering access point that integrates with other Cisco Small Business Pro Series products to enable wireless applications, including mobile data, highly secure guest access, voice over WLAN, and wireless video monitoring. Clustering technology allows partners and customers to have a single point of administration and views the access points within the cluster as a single wireless network rather than as a series of separate wireless

devices. Clustering technology replicates a single configuration and pushes it out to other access points, as well as managing the frequency channels for each device to reduce network interference. The AP 541N features 802.11n dual-band capability with a user-selectable 2.4-GHz or 5-GHz radio as well as strong security, QoS, transparent roaming, and more. As part of the Pro Series portfolio, the AP 541 is part of a mobility solution that is easy to configure, install, and support.

- The Cisco Mobility Express solution with the **Cisco 521 Wireless Express Access Point** and the **Cisco 526 Wireless Express Mobility Controller** for wireless LAN connectivity.
- **Cisco IP phones:** The **Cisco Unified IP Phones 7900 Series**, including Cisco IP Communicator and wireless IP phones, and the **Cisco SPA 500 Series IP Phones**, a complete portfolio of affordable IP phones for small business with robust features. The Cisco SPA 500 Series provides an intuitive, rich user experience with wideband audio to connect employees and offices and application support on the phone to enhance productivity. Six models are available: the Cisco SPA 501G, SPA 502G, SPA 504G, SPA 508G, and SPA 509G, and the SPA 525G color display wireless desktop phone. The Cisco SPA 500S Expansion Module provides 32 buttons with paper display for additional directory numbers, busy lamp field, and/or speed dial.
- The Cisco SPA 500 Series phones can be used with a hosted IP telephony service, an IP private branch exchange (PBX) including the Cisco Unified Communications 500 Series, or a large-scale IP Centrex deployment. The phones can be deployed using Session Initiation Protocol (SIP) or connected to the Cisco Unified Communications 500 Series using the Smart Phone Control Protocol (SPCP). The Cisco SPA 500 Series IP Phones are not supported with Cisco Unified Communications Manager deployments or with Cisco Integrated Services Routers running Cisco Unified Communications Manager Express.
- SBCS 2.0 provides support for Cisco MonitorView, which enables video streaming to the Cisco SPA 525G IP phone color display from a remote IP video camera. It also adds support for secure voice communications for teleworkers with integrated Secure Socket Layer (SSL) VPN capabilities.
- **Cisco Configuration Assistant:** A configuration tool with an easy-to-use graphical user interface (GUI) that simplifies the task of configuring, deploying, and administering all SBCS platforms and applications (provided as a free download).
- **Cisco Unified Communications applications:** Integrated and third-party business productivity applications for customers using the Cisco SBCS.

## 1.2 Audience: Cisco sales staff and Cisco partners

### 1.3 Scope: This ordering guide describes the pricing and ordering for the following products:

- Cisco Unified Communications 500 Series, UC 520, 8-, 16-, 24-, 32-, and 48-user models
- Cisco Unified Communications 500 Series, UC 540, 8- through 32-user models
- Cisco Unified Communications 500 Series, UC 560, 16- through 104-user models
- License-based upgrades for the Cisco Unified Communications 500 Series
- Cisco ESW 500 Series Switches
- Cisco 520 Secure Router
- Cisco SA 500 Series Security Appliances
- Cisco AP 541N Dual Band 802.11n Clustering Access Point
- Cisco 521 Wireless Express Access Point
- Cisco 526 Wireless Express Mobility Controller
- Cisco Unified IP Phones
- Cisco SPA 500 Series IP Phones

- Cisco IP cameras for use with Cisco MonitorView
- Cisco Configuration Assistant (free download)
- Additional Cisco Unified Communications applications

For more detailed information about the Cisco Smart Business Communications System, visit

<http://www.cisco.com/go/sbcs>.

## 1.4 Ordering and Quoting Tools

Solution Expert assists Cisco sales staff and Cisco Unified Communications Specialized Partners in designing and quoting solutions using the Cisco Unified Communications bundles or the traditional design model. For additional information about Solution Expert, go to <http://www.cisco.com/go/sx>.

Solution Expert supports the Cisco SBCS products and applications.

Quote Builder is a commercial solutions quoting application that enables specialized channel partners to build a system quote for security, wireless, and unified communications with:

- Products, required modules, and software
- Auto-derived services based on products and installed-site location
- Customized leasing options from Cisco Capital<sup>SM</sup>, where available
- Design documentation

For additional information about Quote Builder, go to <http://www.cisco.com/go/quotebuilder>.

Quote Builder supports all of the Cisco SBCS products and applications except for:

- Cisco Configuration Assistant (offered as a free download)
- Third-party applications

SBCS Quick Pricing Tool is an offline pricing tool that quickly generates estimates for products and services related to the Cisco SBCS. Partners can find this tool with instructions at

<http://www.cisco.com/web/partners/sell/smb/products/sbcs.html#~3>.

Cisco Service Contract Center is an integrated solution that makes it easy for Cisco Services sales teams and partners to manage and grow their services business profitably. You can:

- Quote and book your service orders and manage your service contracts and renewals, all with one simple, easy-to-use solution
- Spend less time solving administrative problems, searching for opportunities, and creating quotes
- Spend more time growing your business using data you can trust, rather than having to take time to fix or verify data
- Create and proactively manage your contracts

For more information, go to <http://www.cisco.com/web/partners/services/resources/cscoc/index.html>.

For partners ordering through distributors, go to <http://www.cisco.com/public/scc/>.

### 1.5 Orderability and First Customer Shipment (FCS)

The products and applications in Cisco SBCS Release 2.0 will be orderable beginning in November 2009. Cisco Configuration Assistant Version 2.2, targeted for availability in November 2009, is required to enable the new applications and additional SIP trunking providers for the Cisco Unified Communications 500 Series (all models), as well as for configuring the ESW 500 Series Switches, the SA 500 Series Security Appliances, and the AP 541N access point. It also provides support for the new capabilities of the Cisco SPA 525G phone and the SPA 500S expansion module.

Not all products in this guide are available in all theaters/countries.

Please note that some of the Cisco Small Business Pro Series products discussed in this ordering guide are available only via Cisco Authorized Distributors, and are not available on the Cisco Global Price List or for purchase directly from Cisco. These products include:

- Cisco Unified Communications 540 and 560
- Cisco SPA 500 Series IP Phones
- Cisco ESW 500 Series Switches
- Cisco SR 520-T1 Secure Router
- Cisco SA 500 Series Security Appliances
- Cisco AP 541N Dual Band 802.11n Clustering Access Point

## 2. Cisco Smart Business Communications System Ordering Overview

The Cisco Unified Communications 500 Series for Small Business is available only to authorized channel partners holding one of the following certifications: Cisco Express Unified Communications Specialization, Cisco Advanced Unified Communications Specialization, Cisco Master Unified Communications Specialization, or Cisco SMB Specialization. For further details, please refer to <http://www.cisco.com/go/specialization>.

The Cisco Unified Communications 500 Series for Small Business comes in a compact package that is ideal for desktop or wall-mount deployments. The system in its basic configuration includes:

- Eight 10/100 switched PoE ports on the UC 520 and UC 540 models
- Four FXS ports for fax machines and other analog phone devices
- Four FXO ports or two ISDN Basic Rate Interface (BRI) ports for PSTN connection
- Dedicated music-on-hold (MoH) audio jack
- WAN 10/100 Ethernet uplink port
- Optional T1/E1 interface for PSTN connectivity
- Single 10/100 Ethernet expansion port for connection to LAN switches on the UC 520 and UC 540
- Three 10/100/1000 Ethernet expansion ports for connection to LAN switches on the UC 560
- Fixed digital signal processor (DSP) resources for PSTN-to-IP connectivity and conferencing
- Console port for administration
- One or two expansion slots to support additional PSTN or analog device ports: FXO, BRI, T1/E1, or FXS/direct inward dialing (DID)
- Optional integrated wireless access point for support of voice and data Wi-Fi applications on the UC 520 8- and 16-user models, standard on the UC 540 model
- External power supply for the UC 540 and the UC 520 8- and 16-user base units, and integrated power supply for the UC 520 24-, 32-, 48-, and 64-user models and UC 560 models
- Cisco IP phone and voicemail feature license for 8 to 104 users in 8-user increments, plus 2 or 4 mobile users or teleworkers (wireless IP phones, Cisco IP Communicator, or remote teleworker extensions), depending on the system model

Table 1 lists the number of IP and analog phones supported per platform.

**Table 1.** Number of Phones Supported on Each Model in the Cisco Unified Communications 500 Series

Model	Base Number of IP Phone User Licenses Included	Maximum Number of IP Phone User Licenses with License Upgrade	Maximum Number of Analog Phones Supported with Optional FXS VIC Module
<b>Cisco Unified Communications 520</b>			
<b>UC520-8U-FXO/BRI or UC520W-8U-FXO/BRI</b>	8 local IP phones + 2 teleworkers	16 local IP phones + 2 teleworkers	8
<b>UC520-16U-FXO/BRI or UC520W-16U-FXO/BRI</b>	16 local IP phones + 2 teleworkers	16 local IP phones + 2 teleworkers	8
<b>UC520-24U-FXO or UC520-24U-BRI</b>	24 local IP phones + 4 teleworkers	48 local IP phones + 4 teleworkers	8
<b>UC520-32U-FXO or UC520-32U-BRI</b>	32 local IP phones + 4 teleworkers	48 local IP phones + 4 teleworkers	8
<b>UC520-48U-FXO or UC520-48U-BRI</b>	48 local IP phones + 4 teleworkers	48 local IP phones + 4 teleworkers	4
<b>UC520-48U-T/E/F or UC520-48U-T/E/B</b>	48 local IP phones + 4 teleworkers	64 local IP phones + 4 teleworkers	8

Cisco Unified Communications 540			
UC540W-FXO-K9	8 local IP phones + 2 teleworkers	32 IP phones max + 4 teleworkers	8
UC540W-BRI-K9	8 local IP phones + 2 teleworkers	32 IP phones max + 4 teleworkers	8
Cisco Unified Communications 560			
UC560-FXO-K9	16 local IP phones + 2 teleworkers	104 IP phones max + 6 teleworkers	12
UC560-BRI-K9	16 local IP phones + 2 teleworkers	104 IP phones max + 6 teleworkers	12
UC560-T1E1-K9	16 local IP phones + 2 teleworkers	104 IP phones max + 6 teleworkers	8

- Existing Cisco UC 520 models support from 8 to 64 phones, with each base model supporting 8, 16, 24, 32, or 48 users and available license upgrades to add additional users up to the maximum as detailed in Table 1. The UC 520 includes a 1-year standard hardware warranty and a 90-day limited software warranty. In addition to the warranty, the customer can choose an optional Cisco SmartNet® Service support contract. Support services are available through the Cisco Enterprise product support group (see section 5, “Cisco Services”).
- The Cisco UC 540 base unit supports 8 users (phones), with the option to grow to 32 users in 8-user increments. The Cisco UC 560 supports 16 users (phones), with the option to grow to 104 users in 8-user increments. Both the UC 540 and UC 560 are covered by the Cisco standard 1-year warranty and a 90-day limited software warranty. In addition to the warranty, the customer can choose an extended 3-year Cisco Small Business Pro Service contract for support and advance hardware replacement. Support services are available through the Cisco Small Business Support Center (see section 5).

The Cisco Unified Communications 500 Series platforms can be physically expanded to support additional IP phone deployments by connecting the recommended Cisco ESW 500 Series Switch. These companion switches support simplified and immediately operational deployments.

The Cisco UC 540 and the 8- and 16-user UC 520 models and Cisco Catalyst Express 520 Series Switches come ready for desktop and optional wall mounting. A wall-mount kit for the external power supply is included. Customers can also choose an optional 19-inch rack-mount kit. The Cisco UC 560 and the UC 520 24- to 64-user models are rack mountable (2RU) and have an integrated power supply. The Cisco ESW 500 Series Switches are 1RU, 19-inch rack-mountable units and ship with rack-mounting brackets included.

The Cisco UC 540 includes an integrated wireless (WLAN) access point. The Cisco UC 560 uses the Cisco AP 541N clustering access point for wireless capabilities.

The Cisco UC 520 8- and 16-user models have an option for an integrated WLAN access point or can use the Cisco Mobility Express WLAN products. The UC 520 24-, 32-, 48-, and 64-user models do not provide an option for an integrated WLAN access point but can use the Cisco Mobility Express WLAN products.

The Cisco Unified Communications 500 Series does not directly support external WAN interfaces; a service provider DSL or cable modem or Cisco 500 Series Secure Router for WAN connectivity is required for voice and/or data WAN applications.

The Cisco 520 Secure Router offers advanced security, flexible WAN access, VPN connectivity, and optional wireless networking in a single device. Features include:

- Transparent integration with the Cisco Smart Business Communications System
- Advanced stateful packet inspection firewall
- IPS



- IP Security (IPsec) VPN, SSL VPN, and Dynamic Multipoint VPN (DMVPN)
- Application inspection and control
- Optional subscription-based content filtering
- Dynamic routing, network edge (DMZ), and guest access
- Choice of WAN connectivity (asymmetric DSL [ADSL] 2 and 2+, Fast Ethernet)
- Integrated 4-port 10/100 managed switch
- Support for QoS
- Deployment and management using the Cisco Configuration Assistant

**The Cisco SR 520-T1 Secure Router** features include:

- High-performance T1 data access
- IPsec/SSL VPN and Easy VPN
- Strong security, including firewall, Network Address Translation (NAT), IPS, and content filtering
- Two 10/100 Fast Ethernet ports for LAN and/or DMZ
- Simplified deployment using the Cisco 520-T1 configuration utility or Cisco Configuration Assistant 2.1 or later
- Easy integration with other Cisco Small Business Pro Series products

**The Cisco ESW 500 Series Switches** offer:

- More choices for customers' voice and data networks: The switches are designed to provide small businesses with a single network platform to run all their business applications, including voice, video, and data. They easily configure and integrate with the Cisco SBCS and with other Cisco Small Business Pro Series products.
- Up to 48 PoE ports of Fast Ethernet and 24 PoE ports of Gigabit Ethernet connectivity to power devices such as IP phones, video cameras, and wireless access points without an external power supply.

Table 2 shows the total PoE power per switch and scenarios for the number of devices supported.

**Table 2.** PoE Power per Switch for Three Different Scenarios

SKU	Total Power	PoE Devices Drawing Less Than 7W	PoE Devices Drawing Less Than 11W	PoE Devices Drawing Less Than 15.4W
<b>ESW-520-8P-K9</b>	60W	8 devices	5 devices	4 devices
<b>ESW-520-24P-K9</b>	180W	24 devices	16 devices	12 devices
<b>ESW-520-48P-K9</b>	380W	48 devices	32 devices	24 devices
<b>ESW-540-8P-K9</b>	120W	8 devices	8 devices	8 devices
<b>ESW-540-24P-K9</b>	280W	24 devices	24 devices	18 devices

- Simplified GUIs for easier configuration, management, and troubleshooting. An embedded web-based configuration utility designed specifically for setting up the ESW 500 Series Switch is included, and the switches can also be configured with Cisco Configuration Assistant Version 2.0 or later for system deployments.
- Up to Gigabit Ethernet speeds to deliver optimal network performance for high-bandwidth data, voice, video, and wireless applications.
- QoS to prioritize delay-sensitive and high-bandwidth network traffic, enhancing network performance and allowing businesses to support demanding services such as real-time voice and video. Cisco Smartports

technology makes it easy to add advanced voice and video services by automatically configuring QoS for attached phones, cameras, and other devices.

- Strong network security, including 802.1X port security, access control lists (ACLs), virtual LANs (VLANs) to segment traffic and workgroups, and MAC address notification.
- Investment protection, including an enhanced 5-year warranty that provides next-business-day product replacement, free software bug fixes, complimentary end-user phone support for 90 days, and click-to-chat technical support for one year.

**Note:** Cisco Catalyst Express 500 products have an end-of-sale notice available at [http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps6545/end\\_of\\_life\\_notice\\_c51-544036.html](http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps6545/end_of_life_notice_c51-544036.html).

Customers are encouraged to use the Cisco ESW 500 Series Switches or Cisco Catalyst 2960 Series Switches with LAN Lite Software and PoE.

## 3. Products and Applications

### 3.1 Cisco Smart Business Communications System

Table 3 provides ordering information for the components of the Cisco Smart Business Communications System. (Note: The table also includes the Cisco Small Business Pro Service and Small Business Pro Rapid Replacement Service SKUs.)

**Table 3.** Components of the Cisco Smart Business Communications System

Cisco Smart Business Communications System		
Product Number	Description	List Price (\$US)
<b>Cisco Small Business Pro Series: Cisco Unified Communications 540 and 560</b>		
<b>UC540W-FXO-K9</b>	Cisco UC 540, base unit, 8U, max 32 users, 4 FXO ports, 8 PoE 10/100 ports, integrated wireless, and 1 voice interface card (VIC) slot	\$3,095
<b>UC540W-BRI-K9</b>	Cisco UC 540, base unit, 8U, max 32 users, 2 BRI ports, 8 PoE 10/100 ports, integrated wireless, and 1 VIC slot	\$3,095
<b>UC560-FXO-K9</b>	16 user licenses for UC and integrated messaging, 4 FXO ports, 4 FXS ports, 3 Layer 2 Gigabit Ethernet expansion ports, and 2 VIC slots. Upgradable to 104 max users	\$4,295
<b>UC560-BRI-K9</b>	16 user licenses for UC and integrated messaging, 2 BRI ports, 4 FXS ports, 3 Layer 2 Gigabit Ethernet expansion ports, and 2 VIC slots. Upgradable to 104 max users	\$4,295
<b>UC560-T1E1-K9</b>	16 user licenses for UC and integrated messaging, 4 FXO ports, 4 FXS ports, 3 Layer 2 Gigabit Ethernet expansion ports, 1 T1/E1 Primary Rate Interface (PRI) port, and 1 VIC slot. Upgradable to 104 max users	\$4,995
<b>L-UC-PRO-8U=</b>	E-delivery license for Cisco UC 500 Series, in 8-user increments	\$1,095
<b>3-Year Support Options</b>		
<b>CON-SBS-SVC4</b>	3-year Cisco Small Business Pro Service 4	\$499
<b>CON-SBS4-SVC1</b>	3-year Cisco Small Business Pro Rapid Replacement Service	\$999
<b>Cisco Unified Communications 520</b>		
<b>UC520-8U-4FXO-K9</b>	8U Unified CME base, Cisco Unity® Express, and phone FL w/4 FXO, 1 VIC	\$3,775
<b>UC520-8U-2BRI-K9</b>	8U Unified CME base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC	\$3,775
<b>UC520-16U-4FXO-K9</b>	16U Unified CME base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC	\$6,115
<b>UC520-16U-2BRI-K9</b>	16U Unified CME base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC	\$6,115
<b>UC520-24U-8FXO-K9</b>	24U Unified CME base, Cisco Unity Express, and phone FL w/8 FXO, 1 VIC	\$8,095
<b>UC520-24U-4BRI-K9</b>	24U Unified CME base, Cisco Unity Express, and phone FL w/4 BRI, 1 VIC	\$8,095
<b>UC520-32U-8FXO-K9</b>	32U Unified CME base, Cisco Unity Express, and phone FL w/8 FXO, 1 VIC	\$10,195
<b>UC520-32U-4BRI-K9</b>	32U Unified CME base, Cisco Unity Express, and phone FL w/4 BRI, 1 VIC	\$10,195
<b>UC520-48U-12FXO-K9</b>	48U Unified CME base, Cisco Unity Express, and phone FL w/12 FXO, 1 VIC	\$13,495
<b>UC520-48U-6BRI-K9</b>	48U Unified CME base, Cisco Unity Express, and phone FL w/6 BRI, 1 VIC	\$13,495
<b>UC520-48U-T/E/F-K9</b>	48U Unified CME base, Cisco Unity Express, and phone FL w/T1, 1 VIC	\$14,995
<b>UC520-48U-T/E/B-K9</b>	48U Unified CME base, Cisco Unity Express, and phone FL w/T1, 1 VIC	\$14,995
<b>Cisco Unified Communications 520 Models with Optional Integrated WLAN Access Point</b>		
<b>UC520W-8U-4FXO-K9</b>	8U Unified CME base, Cisco Unity Express, and phone FL w/4FXO, 1 VIC, Wi-Fi	\$4,045
<b>UC520W-8U-2BRI-K9</b>	8U Unified CME base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC, Wi-Fi	\$4,045
<b>UC520W-16U-4FXO-K9</b>	16U Unified CME base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC, Wi-Fi	\$6,375
<b>UC520W-16U-2BRI-K9</b>	16U Unified CME base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC, Wi-Fi	\$6,375
<b>Cisco Unified Communications 500 Series Expansion Modules</b>		
<b>VIC-4FXS/DID</b>	4-port VIC-FXS/DID	\$800
<b>VIC2-2FXO</b>	2-port VIC-FXO (universal)	\$400
<b>VIC2-4FXO</b>	4-port VIC-FXO (universal)	\$800

<b>VIC2-2BRI-NT/TE</b>	2-port VIC-BRI (NT and TE)	\$950
<b>VWIC2-1MFT-T1/E1</b>	1-port T1/E1 for voice (ISDN PRI and channel associated signaling [CAS]); data is not supported	\$1,300
<b>VWIC2-2MFT-T1/E1</b>	2-port T1/E1 for voice (ISDN PRI and CAS); data is not supported. Not supported with UC520 or UC540-T1E1-K9	\$2,000
<b>Cisco Unified Communications 500 Series Accessories</b>		
<b>MEMUC500-128CF=</b>	128 MB compact flash for Cisco Unified Communications 500 Series (spare)	\$500
<b>ACS-UC500RM-19=</b>	19-inch rack mount kit for Cisco Unified Communications 500 Series desktop model (8- and 16-user models)	\$200
<b>PWR-UC500-220W=</b>	Cisco Unified Communications 500 Series desktop external power adapter 120–240VAC, 220W (spare)	\$500
<b>Cisco Small Business Pro Series: Cisco SR 520-T1 Secure Routers</b>		
<b>SR520-T1-K9</b>	Cisco SR 520-T1 Secure Router with two 10/100 Fast Ethernet ports for LAN and/or DMX	\$1,495
<b>FL-SR520-T1-SEC</b>	Security feature license for Cisco SR 520-T1 Secure Router (IPsec/SSL VPN, IPS, content filtering)	\$500
<b>3-Year Support Options</b>		
<b>CON-SBS-SVC3</b>	3-year Cisco Small Business Pro Service 3	\$149
<b>CON-SBS4-SVC1</b>	3-year Cisco Small Business Pro Rapid Replacement Service	See Services section
<b>Cisco 520 Secure Routers</b>		
<b>SR520-FE-K9=</b>	Cisco 520-FE Secure Router with 10/100 Mbps Fast Ethernet WAN connectivity	\$595
<b>SR520W-FE-K9=</b>	Cisco 520W-FE Secure Router with 10/100 Mbps Fast Ethernet WAN connectivity and integrated wireless support	\$745
<b>SR520ADSL-K9=</b>	Cisco 520-ADSL Secure Router with ADSL over basic telephone service WAN connectivity	\$595
<b>SR520WADSL-K9=</b>	Cisco 520W-ADSL Secure Router with ADSL over basic telephone service WAN connectivity and integrated wireless support	\$745
<b>SR520ADSLI-K9=</b>	Cisco 520-ADSLI Secure Router with ADSL over ISDN WAN connectivity	\$595
<b>SR520WADSLI-K9=</b>	Cisco 520W-ADSLI Secure Router with ADSL over ISDN WAN connectivity and integrated wireless support.	\$745
<b>FL-WEBVPN-10-K9</b>	10-user SSL VPN license	\$300
<b>SL-CNFIL-87x-1Y</b>	1-year subscription to URL and content filtering	\$195
<b>Cisco Small Business Pro Series: ESW 500 Series Switches</b>		
<b>ESW-520-8-K9</b>	8-port 10/100 PoE	\$659
<b>ESW-520-24-K9</b>	24-port 10/100	\$659
<b>ESW-520-24P-K9</b>	24-port 10/100 PoE	\$1,399
<b>ESW-520-48-K9</b>	48-port 10/100	\$1,129
<b>ESW-520-48P-K9</b>	48-port 10/100 PoE	\$2,799
<b>ESW-540-8-K9</b>	8-port 10/100/1000 PoE	\$899
<b>ESW-540-24-K9</b>	24-port 10/100/1000	\$1,849
<b>ESW-540-24P-K9</b>	24-port 10/100/1000 PoE	\$2,699
<b>ESW-540-48-K9</b>	48-port 10/100/1000	\$3,299
<b>3-Year Support Options</b>		
<b>CON-SBS-SVC2</b>	3-year Cisco Small Business Pro Service 3	\$69
<b>CON-SBS4-SVC1</b>	3-year Cisco Small Business Pro Rapid Replacement Service	See Services Section

SFPs for the Cisco ESW 500 Series Switches		
<b>MFEFX1</b>	100BASE-FX mini-GBIC SFP transceiver	\$68
<b>MFELX1</b>	100BASE-LX mini-GBIC SFP transceiver	\$130
<b>MGBSX1</b>	Gigabit Ethernet SX mini-GBIC SFP transceiver	\$100
<b>MGBLH1</b>	Gigabit Ethernet LH mini-GBIC SFP transceiver	\$200
<b>MGBT1</b>	Gigabit Ethernet 1000BASE-T mini-GBIC SFP transceiver	\$100
Redundant Power Supply Unit for the Cisco ESW 500 Series Switches		
<b>RPS1000</b>	380W redundant power supply unit	\$639

Table 4 provides license-based upgrade information for the Cisco Unified Communications 500 Series.

The Cisco UC 540 and UC 560 models have a single SKU for adding 8 users. This means the UC 540 base unit with 8 users can be upgraded to allow for 16, 24, or 32 users by buying one or more license upgrades. The UC 560 base unit with 16 users can be upgraded to as many as 104 users in 8-user increments.

The Cisco UC 520 model allows upgrades from the 8-user, desktop form factor version to the 16-user version. The 24-user system, available in the 19-inch rack-mount form factor, can be upgraded to a 32-, 48-, or 64-user system, and a 32-user system can be upgraded to 48 or 64 users. Upgrades to 64 users must be from a 48-user system.

For customers that want to move from the UC 520 8- or 16-user version to the 24- to 64-user version, a hardware replacement is required. The Cisco to Cisco Technology Migration Program (TMP) will provide a credit on the original list price toward the larger system. More information on the TMP can be found at <http://www.cisco.com/go/tradein>.

**Table 4.** Cisco Unified Communications 500 Series Models License-Based Upgrades

Cisco UC 540 and UC 560 License Upgrades		
Part Number	Description	List Price (\$US)
<b>L-UC-PRO-8U=</b>	E-delivery license for Cisco UC 540 and UC 560, 8-user increments	\$1,095
Cisco UC 520 License Upgrades		
Part Number	Description	List Price (\$US)
<b>SL-UC520-16UPG=</b>	Software license upgrade from 8 to 16 users	\$2,595
<b>SL-UC520-32UPG=</b>	Software license upgrade from 24 to 32 users	\$2,595
<b>SL-UC520-24-48UPG=</b>	Software license upgrade from 24 to 48 users	\$5,245
<b>SL-UC520-48UPG=</b>	Software license upgrade from 32 to 48 users	\$2,595
<b>SL-UC520-64UPG=</b>	Software license upgrade from 48 to 64 users	\$2,595
<b>L-UC520-16UPG=</b>	Software license upgrade from 8 to 16 users, email delivery	\$2,595
<b>L-UC520-32UPG=</b>	Software license upgrade from 24 to 32 users, email delivery	\$2,595
<b>L-UC520-24-48UPG=</b>	Software license upgrade from 24 to 48 users, email delivery	\$5,245
<b>L-UC520-48UPG=</b>	Software license upgrade from 32 to 48 users, email delivery	\$2,595
<b>L-UC520-64UPG=</b>	Software license upgrade from 48 to 64 users, email delivery	\$2,595

### 3.2 Wireless

The new Cisco AP 541N is the first Wireless-N single-radio dual-band clustering access point built for small business. The AP 541N allows simplified management and setup via Cisco Configuration Assistant for any small business wireless network. Clustering technology makes configuring a wireless network simple by creating a single point of administration for multiple access points. The access point is designed and tested with other Cisco Small Business Pro Series products to enable wireless applications, including highly secure guest access, voice/data over WLAN, and video monitoring. The AP 541N will replace the Cisco Mobility Express access point (Cisco 500 Series Wireless Express Access Points) and the Cisco 500 Series Wireless Express Mobility Controllers and can be deployed as a standalone access point or integrated into the SBCS solution.

The Cisco AP 541N is covered by the Cisco standard 1-year warranty and a 90-day limited software warranty. A 3-year extended contract for support and replacement is available for purchase.

#### Wireless Features

- Supports 802.11b, g, and n for up to 54-MB downloads
- Dual-band 802.11n works in either the 2.4-GHz or 5-GHz band for flexible coverage options
- Load balancing helps ensure reliable performance
- Seamless roaming and QoS improve the quality and reliability of voice and data applications
- Wireless Distribution System (WDS) for wireless backhaul extends the network to hard-to-wire locations

#### Security Features

- Standards-based business-class encryption and authentication for client compatibility
- MAC address authentication
- Rogue device detection
- Highly secure guest access with URL redirection

#### Ease of Use

- Clustering automates the setup and channel settings for multiple access points for faster installation and more reliable coverage
- Cisco Discovery Protocol and smart defaults enable simplified out-of-box setup with other Cisco Small Business Pro Series products and SBCS
- Choice of embedded configuration utility or Cisco Configuration Assistant for configuration

No wireless controller is required for voice deployments using the AP 541N clustering access point. Table 5 provides pricing information for the AP 541N and accessories.

**Table 5.** Cisco AP 541N Clustering Access Point Models, Accessories, and Support Options

Cisco Small Business Pro Series: AP 541N Clustering Access Point		
Product Number	Description	List Price (\$US)
AP541N-A-K9	802.11b/g/n wireless access point for North America	\$499
AP541-E-K9	802.11b/g/n wireless access point for Europe	\$499
AP541-N-K9	802.11b/g/n wireless access point for Australia and New Zealand	\$499
AP541-CMK	Ceiling mount kit for AP541N wireless access point	\$25
Support Option		
CON-SBS-SVC2	3-year Cisco Small Business Pro Service 3	\$69

#### Cisco Mobility Express

The Cisco Mobility Express solution comprises three interconnected components that work transparently together to deliver a business-class wireless solution ideal for small and medium-sized business environments. The three core solution components are the Cisco 521 Wireless Express Access Point, the Cisco 526 Wireless Express Mobility Controller, and, for streamlined management, Cisco Configuration Assistant.

**Cisco 521 Wireless Express Access Point.** For maximum flexibility, the Cisco 521 Wireless Express Access Point can be deployed in two modes: standalone or controller based.

- In standalone mode, up to 10 points can be configured with Cisco Configuration Assistant to provide wireless connectivity between client devices and the rest of the network.

- In controller-based mode, up to 12 access points (6 per mobility controller) can be deployed per network. In addition to offering connectivity, the access points can monitor and report all wireless activity to the WLAN controllers. In this configuration the access points are configured and managed simultaneously from the controller.
- **Cisco 526 Wireless Express Mobility Controller.** The mobility controller is a platform for services such as guest access and fast roaming for voice over WLAN. Operating as an “RF expert in a box,” the mobility controller can automatically and dynamically manage the access points to reduce interference, avoid coverage gaps, and maintain reliable client access.
- **Cisco Configuration Assistant.** Cisco Configuration Assistant simplifies the task of configuring, deploying, and administering the Cisco Mobility Express solution as well as Cisco routing, switching, and unified communications call routing and voicemail systems in a small to medium-sized business network. Cisco Configuration Assistant is included with Cisco Mobility Express and other SBCS hardware.

Table 6 provides ordering information for the Cisco Mobility Express solution.

**Table 6.** Cisco Mobility Express Models

Cisco Mobility Express		
Product Number	Description	List Price (\$US)
<b>Cisco 521G Wireless Express Access Point</b>		
<b>AIR-AP521G-A-K9</b>	Standalone mode upgradable to controller mode; 802.11b/g; integrated antennas; FCC regulatory domain	\$499
<b>AIR-LAP521G-A-K9</b>	Controller mode; 802.11b/g; integrated antennas; FCC regulatory domain Requires WLC526	\$499
<b>AIR-AP521G-E-K9</b>	Standalone mode upgradable to controller mode; 802.11b/g; integrated antennas; ETSI regulatory domain (Europe)	\$499
<b>AIR-LAP521G-E-K9</b>	Controller mode; 802.11b/g; integrated antennas; ETSI regulatory domain (Europe). Requires WLC526	\$499
<b>AIR-AP521G-P-K9</b>	Standalone mode upgradable to controller mode; 802.11b/g; integrated antennas; Japan regulatory domain	\$499
<b>AIR-LAP521G-P-K9</b>	Controller mode; 802.11b/g; integrated antennas; Japan regulatory domain. Requires WLC526	\$499
<b>Cisco 526 Wireless Express Mobility Controller</b>		
<b>AIR-WLC526-K9</b>	Cisco 526 Wireless Express Mobility Controller	\$1,799

### 3.3 Cisco IP Phones

The Cisco SBCS supports all models in the Cisco Unified IP Phones 7900 Series, as well as the Cisco IP Communicator soft phone for use on Windows-based computers and the Cisco SPA 500 Series IP Phones. The Cisco Unified Communications 500 Series base unit includes the IP phone user license (UL). When ordering Cisco IP phones, use the phone model SKU that includes an equals sign (=) at the end, to avoid purchasing an additional user license. Cisco SPA 500 Series phones do not have spare SKUs.

Table 7 gives ordering information for the Cisco IP phones supported by the SBCS.



**Table 7.** Cisco Unified IP Phones Models and Accessories

Product Number	Description	List Price (\$US)
CP-521G=	Cisco Unified IP Phone 521G (spare)	\$149
CP-521SG=	Cisco Unified IP Phone 521SG (spare)	\$159
CP-524G=	Cisco Unified IP Phone 524G (spare)	\$189
CP-524SG=	Cisco Unified IP Phone 524SG (spare)	\$199
CP-3911=	Cisco Unified SIP Phone 3911 (spare)	\$135
CP-7906G=	Cisco Unified IP Phone 7906G (spare)	\$175
CP-7911G=	Cisco Unified IP Phone 7911G (spare)	\$225
CP-7931G=	Cisco Unified IP Phone 7931G (spare)	\$325
CP-7940G=	Cisco Unified IP Phone 7940G (spare)	\$265
CP-7942G=	Cisco Unified IP Phone 7942G (spare)	\$405
CP-7945G=	Cisco Unified IP Phone 7945G (spare)	\$495
CP-7960G=	Cisco Unified IP Phone 7960G (spare)	\$365
CP-7962G=	Cisco Unified IP Phone 7962G (spare)	\$505
CP-7965G=	Cisco Unified IP Phone 7965G (spare)	\$625
CP-7975G=	Cisco Unified IP Phone 7975G (spare)	\$705
CP-7985-NTSC=	Cisco Unified IP Phone 7985G, National Television System Committee (NTSC), for countries with 60-Hz AC power (spare)	\$3,595
CP-7985-PAL=	Cisco Unified IP Phone 7985G, Phase Alternating Line (PAL), for countries with 50-Hz AC power (spare)	\$3,595
CP-7936=	Cisco Unified IP Conference Station 7936 and CP-7936-PWR-KIT. Note: A country-specific power cord is not included.	\$1,195
CP-7936-PWR-KIT=	Power kit for the Cisco Unified IP Conference Station 7936. Includes power cube, PIM, and cables. Note: A country-specific power cord is not included.	\$150
CP-7936-MIC-KIT=	Two optional outboard microphones for the Cisco Unified IP Conference Station 7936.	\$350
CP-7937G=	Cisco Unified IP Conference Station 7937G and CP-7937-PWR-KIT. Note: A country-specific power cord is not included.	\$1295
CP7915=	Cisco Unified IP Phone Expansion Module 7915. A foot stand and external IP phone power supply are required for each phone using a 7915. Must connect to a 79x2 or 79x5 model. Cannot be used with the SPA 500 Series	\$395
CP7916=	Cisco Unified IP Phone Expansion Module 7916. A foot stand and external IP phone power supply are required for each phone using a 7916. Must connect to 79x2 or 79x5 model. Cannot be used with the SPA 500 Series	\$495
CP-SINGLFOOTSTAND=	Required for a single Cisco Unified IP Phone Expansion Module 7914, 7915, or 7916 combined with a supported Cisco Unified IP Phone	\$33
CP-DOUBLFOOTSTAND=	Required when using 2 Cisco Unified IP Phone Expansion Module 7914s, 7915s, or 7916s combined with a supported Cisco Unified IP Phone	\$38
SW-IPCOMM-E1=	Cisco IP Communicator for Microsoft Windows soft phone	\$90

**Note:** The Cisco Unified IP Phones 7941G and 7961G will reach end of sale in September 2009. Customers should select the 7942G or 7962G models. The Cisco Unified IP Phones 521SG and 524SG will reach end of sale in October 2009; customers should select the Cisco SPA 504G and SPA 502G IP Phones.

Table 8 provides SKUs for the Cisco SPA 500 models, accessories, and support options.

**Table 8.** Cisco SPA 500 Series IP Phones Models, Accessories, and Support Options.

Product Number	Description	List Price (US)
<b>Cisco Small Business Pro Series: Cisco SPA 500 Series IP Phones</b>		
SPA501G	8-line IP phone non-display with PoE and PC port	\$135
SPA502G	1-line IP phone with display, PoE, and PC port	\$164
SPA504G	4-line IP phone with display, PoE, and PC port	\$189



<b>SPA508G</b>	8-line IP phone with display, PoE, and PC port	\$225
<b>SPA509G</b>	12 line IP phone with display, PoE, and PC port	\$240
<b>SPA525G</b>	5-line IP phone with color display, Wi-Fi, Bluetooth, PoE, and PC port	\$430
<b>Cisco SPA 52G IP Phone Accessories</b>		
<b>MB100</b>	Wall-mount brackets for Small Business IP phones	\$28
<b>SPA500S</b>	32-button Expansion Module for Cisco SPA 500 Series IP Phones	\$95
<b>PA100-NA</b>	Power supply for Small Business VoIP—5V/2A (North America-style plug)	\$13
<b>PA100-UK</b>	Power supply for Small Business VoIP—5V/2A (United Kingdom-style plug)	\$13
<b>PA100-EU</b>	Power supply for Small Business VoIP—5V/2A (European Union-style plug)	\$13
<b>PA100-AU</b>	Power supply for Small Business VoIP—5V/2A (Australia-style plug)	\$13
<b>3-Year Support Option</b>		
<b>CON-SBS-SVC1</b>	3-year Cisco Small Business Pro Service 1	\$19

Table 9 lists IP cameras for use with Cisco MonitorView on the Cisco SPA 525G IP Phone and other video monitoring applications.

**Table 9.** Cisco IP Camera Models

Product Number	Description	List Price (US)
<b>PVC2300</b>	Business Internet Video Camera with Audio and PoE	\$443
<b>WPVC2300</b>	Wireless-G Business Internet Video Camera with Audio	\$500
<b>These cameras do not have a Pro Service option at this time.</b>		

### 3.4 Cisco Unified Wireless IP Phones

The Cisco SBCS supports wireless, handheld Cisco Unified IP Phones to provide roaming wireless voice communication over the WLAN infrastructure supported by the Cisco Mobility Express solution or AP 541N clustering wireless access point. The Cisco Unified Communications 500 Series base unit includes the IP phone user license (UL). When ordering spare IP phones, use the phone model number SKU that includes an equals sign (=) at the end, to avoid the purchase of an additional user license.

Table 10 gives ordering information for the Cisco Unified Wireless IP Phones.

**Table 10.** Cisco Unified Wireless IP Phones Models and Accessories

Product Number	Description	List Price (\$US)
<b>CP-7921G-A-K9=</b>	Cisco Unified Wireless IP Phone 7921G for FCC; battery/power supply not included	\$525
<b>CP-7921G-E-K9=</b>	Cisco Unified Wireless IP Phone 7921G for ETSI; battery/power supply not included	\$525
<b>CP-7921G-P-K9=</b>	Cisco Unified Wireless IP Phone 7921G for Japan; battery/power supply not included	\$525
<b>CP-7921G-W-K9=</b>	Cisco Unified Wireless IP Phone 7921G for rest of world; battery/power supply not included	\$525
<b>CP-PWR-7921G-AU=</b>	Cisco Unified Wireless IP Phone 7921G power supply for Australia	\$45
<b>CP-PWR-7921G-CE=</b>	Cisco Unified Wireless IP Phone 7921G power supply for Central Europe	\$45
<b>CP-PWR-7921G-JP=</b>	Cisco Unified Wireless IP Phone 7921G power supply for Japan	\$45
<b>CP-PWR-7921G-NA=</b>	Cisco Unified Wireless IP Phone 7921G power supply for North America	\$45
<b>CP-PWR-7921G-UK=</b>	Cisco Unified Wireless IP Phone 7921G power supply for United Kingdom	\$45
<b>CP-PWR-7921G-AR=</b>	Cisco Unified Wireless IP Phone 7921G power supply for Argentina	\$45
<b>CP-PWR-7921G-CN=</b>	Cisco Unified Wireless IP Phone 7921G power supply for China	\$45
<b>CP-7925G-A-K9=</b>	Cisco Unified Wireless IP Phone 7925G for FCC; battery/power supply not included	\$675
<b>CP-7925G-E-K9=</b>	Cisco Unified Wireless IP Phone 7925G for ETSI; battery/power supply not included	\$675
<b>CP-7925G-P-K9=</b>	Cisco Unified Wireless IP Phone 7925G for Japan; battery/power supply not included	\$675

<b>CP-BATT-7925G-STD=</b>	Cisco Unified Wireless IP Phone 7925G battery, standard	\$45
<b>CP-BATT-7925G-EXT=</b>	Cisco Unified Wireless IP Phone 7925G battery, extended	\$45
<b>CP-PWR-7925G-AU=</b>	Cisco Unified Wireless IP Phone 7925G power supply for Australia	\$45
<b>CP-PWR-7925G-CE=</b>	Cisco Unified Wireless IP Phone 7925G power supply for Central Europe	\$45
<b>CP-PWR-7925G-JP=</b>	Cisco Unified Wireless IP Phone 7925G power supply for Japan	\$45
<b>CP-PWR-7925G-NA=</b>	Cisco Unified Wireless IP Phone 7925G power supply for North America	\$45
<b>CP-PWR-7925G-UK=</b>	Cisco Unified Wireless IP Phone 7925G power supply for United Kingdom	\$45
<b>CP-PWR-7925G-AR=</b>	Cisco Unified Wireless IP Phone 7925G power supply for Argentina	\$45

The Cisco Smart Business Communications System supports the first generation Nokia Dual Mode E-series cell phones (E61 & E65). The user must purchase the Nokia Dual Mode E-series cell phones from a qualified Nokia dealer and must purchase the software license for the Nokia Skinny Client Control Protocol (SCCP) client 1.0, which is installed on the Nokia E-series phones to enable communication over the WLAN infrastructure to the Unified Communications 500 Series. The base unit includes the Cisco Unified Communications Manager Express software and the Cisco Unified IP Phone user licenses (UL). When ordering the Nokia SCCP license for Cisco Unified Communications Manager Express, use the spare SKU, which includes an equals sign (=) at the end, to avoid the purchase of a duplicate user license. Table 11 gives the ordering information for the Nokia SCCP licenses.

**Table 11.** Nokia SCCP License

Product Number	Description	List Price (\$US)
<b>NOK-SCCP-CME-01</b>	Nokia SCCP License for UC 500: single license	\$200
<b>NOK-SCCP-CME-05</b>	Nokia SCCP License for U C500: 5-license bundle	\$1,000

### 3.5 Cisco Smart Business Productivity Applications

Three productivity tools are available that extend the integration of Cisco SBCS products with small business processes and operations. The SBCS Smart Business Productivity Applications are:

- **Cisco WebEx® PhoneConnect:** Integrates the SBCS IP telephony infrastructure with Cisco WebEx web conferencing services
- **Single Number Reach:** Provides follow-me capabilities to Cisco IP phone users (requires software pack 7.1.0 or later)
- **Cisco TimeCardView:** Turns an IP phone into a punch clock device with added features and capabilities (8 users included)
- **Video Telephony:** Provides video calls from Cisco Unified 7900 series IP Phones using Cisco Video Advantage client on Windows PC or Cisco Unified 7985 Video IP Phone
- **Live Record:** Gives IP Phone users the option to record a call using a softkey as a new message deliver to voice mail.
- **Integrated Messaging (IMAP):** Allows voice mail to be viewed in IMAP compatible email client like Outlook, Outlook Express, Lotus Notes or Entourage
- **VoiceView Express:** Gives users the option to listen to voice mail and change personal settings using IP Phone Display

All Smart Business Productivity Applications are included with the Cisco Unified Communications 500 Series and can be configured with Cisco Configuration Assistant version 2.0 or later. No special licensing or ordering is required for these applications except for TimeCardView (TCV). Eight seats of TCV are included with UC500. Additional licensing for TCV is required for each voice mail box/TCV user. The applications work under a concept of “credits” that control how many resources (CPU, memory) are used by each of the applications. Credits are limited, and

enabling some applications may cause others to become unavailable. Details can be found in the SBCS Feature Reference Guide for Cisco Configuration Assistant Version 2.0.

**Table 12.** TimeCardView Licensing

Product Number	Description	List Price (\$US)
<b>SW-TCV-USER-1</b> (use with UC500 version 7.x)	CUE TimeCardView single user license (Paper based sent via mail)	\$100
<b>L-FL-TCV-USER-1=</b> (use with UC500 version 8.x and higher	Cisco Unity Express - 1 time card view user E-Delivery (Email delivery of license)	\$100

### 3.6 Cisco Unified CallConnector for Microsoft Windows

Cisco Unified CallConnector for Microsoft Windows is a value-added application for Cisco Unified Communications Manager Express that provides toolbars within Microsoft Windows applications to give users call control, contact management, presence, and Operator features. Cisco Unified CallConnector for Microsoft Windows is available in three different configurations:

- **Cisco Unified CallConnector Personal** delivers call control features for the individual user, using the Cisco Unified Communications Manager Express Telephony Application Programming Interface (TAPI) Telephony Service Provider (TSP). One license per desktop user is required.
- **Cisco Unified CallConnector Server** is a server-based application installed at each site, giving users call control plus presence, instant messaging services, and rules-based automation based on a SIP client-server architecture. One Server license for all users is required, in addition to server hardware.
- **Cisco Smart CallConnector Operator** is an operator console application allowing for a receptionist or administrator to have call control plus directory lookup features. The Operator can be installed stand alone or with one backup operator allowed per UC500. Each Operator client requires an IP Phone for media handling (794x, 796x, 797x or SPA525G).

Cisco Unified CallConnector Personal is installed and configured on each Windows workstation associated with a Cisco Unified IP Phone. It delivers call control features and is supported by any PC running Microsoft Windows XP or Vista.

Cisco Unified CallConnector Server is installed on a Windows 2003, or XP Pro or Vista Pro Server, with one server required for one to five UC500 sites (250 users max).

(Other TAPI-based applications such as CallConnector for CRM cannot be used with Cisco Unified CallConnector for Microsoft Windows at this time.)

Product Numbers for Cisco Unified CallConnector for Microsoft Windows are shown in Table 13.

**Table 13.** Cisco Unified CallConnector for Microsoft Windows

Cisco Unified CallConnector for Microsoft Windows		
Product Number	Description	List Price (\$US)
<b>SW-UCC-CME</b> (Mandatory for each UCC order)	Cisco Unified CallConnector for Cisco Unified Communications Manager Express	\$0
<b>Options</b>		
<b>SW-UCC-CLIENT-1</b>	1 desktop client for Cisco Unified CallConnector for Microsoft Windows	\$65
<b>SW-UCC-SERVER</b>	Cisco Unified CallConnector Server license	\$2,595

**Table 14.** Cisco Smart CallConnector Operator

Cisco Smart CallConnector Operator		
Product Number	Description	List Price (\$US)
L-SW-SCC-OPERATOR	Cisco Smart CallConnector Operator	\$995

### 3.7 Cisco Unified CallConnector for CRM

Cisco Unified CallConnector for CRM provides all users of the Cisco Smart Business Communications System with an easy-to-use and more complete customer relationship management (CRM) solution. The Cisco Unified CallConnector for CRM integrates the Cisco Unified Communications 500 Series with the Microsoft Dynamics CRM and Salesforce.com applications at the desktop, without the need for additional hardware.

Cisco Unified CallConnector for CRM provides:

- Greater employee productivity and organizational efficiencies
- Immediate information about inbound and outbound calls
- Fast and easy click-to-dial capability from CRM database records
- Call duration tracking, information capture, and record creation

The Cisco Unified CallConnector for CRM is a free download for specialized voice resellers. No product ordering or product SKUs exist for this application.

Information on the Cisco Unified CallConnector for CRM can be found at <http://www.cisco.com/go/unifiedcallconnector>.

Cisco Unified CallConnector for CRM software can be found here: <http://www.cisco.com/go/software>. (Choose "Voice Software," then "Cisco Unified CallConnector for Microsoft Dynamic CRM"). A valid Cisco.com user login with reseller access is required.

### 3.8 Cisco Configuration Assistant

#### Cisco Configuration Assistant

Cisco Configuration Assistant was purpose-built to provide comprehensive configuration, deployment, and ongoing network management support for the entire line of products in the Cisco Smart Business Communications System.

This PC-based application with a simple GUI discovers all devices in the network and dynamically configures products in the Cisco Smart Business Communications System. Cisco Configuration Assistant is offered at no cost to Cisco partners and customers. It may be downloaded by visiting <http://www.cisco.com/go/configassist>.

## 4. Cisco Capital Financing

The significant benefits offered by Cisco Unified Communications make it the natural choice to replace traditional PBX systems. As with any technology investment, the question is the affordability of the new system. The answer is financing from Cisco Capital. Whether through flexible repayments matching expenditure to benefit, mitigating cash flow issues, or negating capital expenditures with an operating lease, we can give you access to the right Cisco Unified Communications technology for your business, when you need it.

### Removing Sales Barriers

Typically, Cisco Capital can help remove or reduce the barriers preventing organizations from obtaining the technology that can most benefit their businesses. Cisco Capital can:

- Remove cash flow issues, allowing the company to spread the cost of its investment over a number of years.
- Offer flexible repayment terms matching expenditure to benefits, which means that payments can be timed to coincide with business benefits that may be seen later in the project, or deferred to meet a company's budget cycle.
- Turn capital expenditures into operating expenditures through an operating lease that enables companies to benefit from the residual value of the technology up front. And because no one knows Cisco equipment like Cisco, you can be sure of market-leading residuals.
- Provide a sale and lease-back arrangement (where available) that softens the initial costs by taking on existing commitments that may be attached to legacy equipment.

### Tips for Taking Advantage of Financing to Accelerate and Close More Business

- Consider financing early in the deal cycle. This will save time later and help get you paid faster.
- Get your customer preapproved for a credit line with Cisco Capital. By showing customers that they can afford more than they thought they could, you can pave the way early on for growing the deal size. It is recommended that you do this as early as possible in the customer discussions/deal cycle.
- Provide a lease quote with every proposal. You can do this by contacting your local Cisco Capital team. In some markets, web-based tools are available so you can quickly generate your own lease quotes.

### For More Information about Cisco Capital Financing

For channel partners: <http://www.cisco.com/web/ordering/ciscocapital/index.html>.

For Cisco sales staff: <http://wwwin.cisco.com/FinAdm/csc/>.

## 5. Cisco Services

### Give Your Customers the Cisco Advantage

Two support offerings are available for products in the Cisco Smart Business Communications System. The new Cisco Small Business Pro Series products, such as the Cisco UC 540 and UC 560, use the Cisco Small Business Pro Service. Previously released products, such as the Cisco UC 520, use the traditional Cisco SMARTnet Service offering. The information below describes these two offerings.

#### Cisco Small Business Pro Service

The Cisco Small Business Pro Service provides “peace of mind” coverage at an affordable price and helps customers get the most value from Cisco Small Business Pro Series platforms. Delivered by Cisco, this device-level, subscription-based service includes software updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary.

Table 13 lists the various levels for the Cisco Small Business Pro Service.

**Table 15.** Cisco Small Business Pro Service for Cisco Small Business Pro Series Products

Cisco Small Business Pro Service		
Product Number	Description	List Price (\$US)
CON-SBS-SVC1	3-year Cisco Small Business Pro Service 1	\$19
CON-SBS-SVC2	3-year Cisco Small Business Pro Service 2	\$69
CON-SBS-SVC3	3-year Cisco Small Business Pro Service 3	\$149
CON-SBS-SVC4	3-year Cisco Small Business Pro Service 4	\$499
CON-SBS4-SVC1	3-year Cisco Small Business Pro Rapid Replacement Service	\$999

#### Cisco Small Business Pro Rapid Replacement Service

The optional Rapid Replacement Service is available to those partners and customers that require higher support levels than the standard Cisco Small Business Pro Service, adding:

- 4-hour advance hardware replacement where available; otherwise same day shipping

Details on areas that support 4-hour hardware replacement can be found at [www.cisco.com/techsupport/sam](http://www.cisco.com/techsupport/sam).

For more information on Cisco Small Business Pro Service and Rapid Replacement Service, visit <http://www.cisco.com/go/proservice>.

#### Cisco SMARTnet Service

The Cisco SMARTnet Service for SBCS delivers award-winning Cisco service to your small business customers that will help you generate new revenues, improve margins, and increase customer satisfaction. Maximize your business opportunities by selling SMARTnet Service for SBCS with the Cisco Smart Business Communications System and your professional services, providing the best products, services, and support the industry has to offer. You'll benefit from delivering a superior customer experience that will increase satisfaction and loyalty, with a program that can cost less than many time-and-materials (T&M) service plans. Eliminate the need to stock spare inventory or staff support lines for after-hours calls. You'll have more visibility into a predictable revenue stream and a simplified contract, while your customers will get a cost-effective, Cisco-supported, flexible service plan backed by Cisco that includes full voicemail coverage, software upgrades and updates, 24-hour telephone and web-based support, and onsite parts delivery.

For more information, see the Cisco SMARTnet Service for SBCS at [http://www.cisco.com/en/US/products/ps8319/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps8319/serv_group_home.html).

Table 14 lists the Cisco SMARTnet Service options available for the SBCS.

**Table 16.** Cisco SMARTnet Service for Previously Released Cisco SBCS Components

SKU	Global List Price	Description	SMARTnet 8x5xNBD SKU	List Price
<b>Cisco Unified Communications 500 Series</b>				
UC520-8U-2BRI-K9	\$4,195	8U Unified CME Base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC	CON-SNT-8U2BRI	\$294
UC520W-8U-2BRI-K9	\$4,495	8U Unified CME Base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC, Wi-Fi	CON-SNT-W8U2BRI	\$315
UC520-8U-4FXO-K9	\$4,195	8U Unified CME Base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC	CON-SNT-8U4FXO	\$294
UC520W-8U-4FXO-K9	\$4,495	8U Unified CME Base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC, Wi-Fi	CON-SNT-W8U4FXO	\$315
UC520-16U-2BRI-K9	\$7,195	16U Unified CME Base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC	CON-SNT-16U2BRI	\$504
UC520W-16U-2BRI-K9	\$7,495	16U Unified CME Base, Cisco Unity Express, and phone FL w/2 BRI, 1 VIC, Wi-Fi	CON-SNT-W16U2BRI	\$525
UC520-16U-4FXO-K9	\$7,195	16U Unified CME Base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC	CON-SNT-16U4FXO	\$504
UC520W-16U-4FXO-K9	\$7,495	16U Unified CME Base, Cisco Unity Express, and phone FL w/4 FXO, 1 VIC, Wi-Fi	CON-SNT-W16U4FXO	\$525
UC520-24U-8FXO-K9	\$8,995	24U Unified CME Base, Cisco Unity Express, and phone FL w/ 8 FXO, 1 VIC	CON-SNT-24U8FXO	\$630
UC520-24U-4BRI-K9	\$8,995	24U Unified CME Base, Cisco Unity Express, and phone FL w/ 4 BRI, 1 VIC	CON-SNT-24U4BRI	\$630
UC520-32U-8FXO-K9	\$ 11,995	32U Unified CME base, Cisco Unity Express, and phone FL w/8 FXO, 1 VIC	CON-SNT-32U8FXO	\$840
UC520-32U-4BRI-K9	\$ 11,995	32U Unified CME base, Cisco Unity Express, and phone FL w/4 BRI, 1 VIC	CON-SNT-32U4BRI	\$840
UC520-48U-12FXO-K9	\$14,995	48U Unified CME base, Cisco Unity Express, and phone FL w/12 FXO, 1 VIC	CON-SNT-48U12FXO	\$1,050
UC520-48U-6BRI-K9	\$14,995	48U Unified CME base, Cisco Unity Express, and phone FL w/6 BRI, 1 VIC	CON-SNT-48U6BRI	\$1,050
UC520-48U-T/E/F-K9	\$14,995	48U Unified CME base, Cisco Unity Express, and phone FL w/T1, 1 VIC	CON-SNT-48UTEF	\$1,120
UC520-48U-T/E/B-K9	\$14,995	48U Unified CME base, Cisco Unity Express, and phone FL w/T1, 1 VIC	CON-SNT-48UTEB	\$1,120
<b>Cisco 520 Series Secure Router</b>				
SR520-FE-K9=	\$595	Cisco 520W-FE Secure Router with 10/100 Mbps Fast Ethernet WAN connectivity and integrated wireless support	CON-SNT-520FEK	\$49
SR520W-FE-K9=	\$745	Cisco 520-ADSL Secure Router with ADSL over basic telephone service WAN connectivity	CON-SNT-520WFEK	\$60
SR520ADSL-K9=	\$595	Cisco 520W-ADSL Secure Router with ADSL over basic telephone service WAN connectivity and integrated wireless support	CON-SNT-520SLK	\$48
SR520WADSL-K9=	\$745	Cisco Secure Router 520-ADSLI with ADSL over ISDN WAN connectivity	CON-SNT-520WSLK	\$48
SR520ADSLi-K9=	\$595	Cisco 520W-ADSLI Secure Router with ADSL over ISDN WAN connectivity and integrated wireless support.	CON-SNT-520WSLIK	\$48
SR520WADSLi-K9=	\$495	Cisco 520-FE Secure Router with 10/100 Mbps Fast Ethernet WAN connectivity	CON-SNT-R520WAD	\$60



Cisco Catalyst Express 520 Series Switches				
WS-CE520-8PC-K9	\$1,395	Eight 10/100 access ports with PoE + 1 10/100/1000BASE-T or SFP port	CON-SNT-CE528PC	\$98
WS-CE520-24TT-K9	\$795	Twenty-four 10/100 access ports + 2 10/100/1000BASE-T ports	CON-SNT-WSCE522T	\$56
WS-CE520-24LC-K9	\$1,295	Four 10/100 access ports with PoE + twenty 10/100 access ports + two 10/100/1000BASE-T or SFP ports	CON-SNT-WSCE522	\$91
WS-CE520-24PC-K9	\$2,795	Twenty-four 10/100 access ports with PoE + two 10/100/1000BASE-T or SFP ports	CON-SNT-WSCE529	\$196
WS-CE520G-24TC-K9	\$2,795	Twenty-four 10/100/1000BASE-T ports + two 10/100/1000BASE-T or SFP ports; Gigabit Ethernet aggregation switch	CON-SNT-WSCE52G9	\$196
Cisco Unified Communications 500 Series Expansion Modules				
VIC-4FXS/DID	\$800	4-port VIC-FXS/DID	Included in chassis	
VIC2-2FXO	\$400	2-port VIC-FXO (universal)	Included in chassis	
VIC2-4FXO	\$800	4-port VIC-FXO (universal)	Included in chassis	
VIC2-2BRI-NT/TE	\$950	2-port VIC card-BRI (NT and TE)	Included in chassis	
VWIC2-1MFT-T1/E1	\$1,300	1-port VWIC – T1/E1 (PRI and CAS)	Included in chassis	
Cisco Unified IP Phones				
CP-521G=	\$149	Cisco Unified IP Phone 521G	CON-SNT-CP521	\$8
CP-521SG=	\$159	Cisco Unified IP Phone 521SG	CON-SNT-CP521S	\$8
CP-524G=	\$189	Cisco Unified IP Phone 524G	CON-SNT-CP524	\$8
CP-524SG=	\$199	Cisco Unified IP Phone 524SG	CON-SNT-CP524S	\$8
SPA525G	\$430	Cisco Unified IP Phone 525G	CON-SNT-SPA525G	\$8
CP-3911=	\$135	Cisco Unified SIP Phone 3911	CON-SNT-CP3911	\$8
CP-7906G=	\$175	Cisco Unified IP Phone 7906G	CON-SNT-CP7906G	\$8
CP-7911G=	\$225	Cisco Unified IP Phone 7911G	CON-SNT-CP7911	\$8
CP-7915=	\$395	Cisco Unified IP Phone Expansion Module 7915	CON-SNT-CP7915	\$8
CP-7916=	\$495	Cisco Unified IP Phone Expansion Module 7916	CON-SNT-CP7916	\$8
CP-7920-(AP/ET/FC/JA/AU)-K9=	\$425	Cisco Unified IP Phone 7920 (regulatory domain: AP – APAC, ET – ETSI, FC – FCC, JA – Japan, AU – Australia)	CON-SNT-CP7920	\$8
CP-7921G (A/E/P/W)-K9=	\$525	Cisco Unified IP Phone 7921 (regulatory domain: E – ETSI, A – FCC, P – Japan, W – rest of the world)	CON-SNT-CP7921	\$8
CP-7931G=	\$325	Cisco Unified IP Phone 7931G	CON-SNT-CP7931	\$8
CP7937G	\$1,295	Cisco Unified IP Conference Station 7937 and CP-7937-PWR-KIT.	CONT-SNT-CP7937	\$8
CP-7940G=	\$265	Cisco Unified IP Phone 7940G	CON-SNT-CP7940	\$8
CP-7941G=	\$345	Cisco Unified IP Phone 7941G	CON-SNT-CP7941	\$8
CP-7960G=	\$365	Cisco Unified IP Phone 7960G	CON-SNT-CP7960	\$8
CP-7961G=	\$445	Cisco Unified IP Phone 7961G	CON-SNT-CP7961	\$8
CP-7970G=	\$640	Cisco Unified IP Phone 7970G	CON-SNT-CP7970	\$8
CP-7942G=	\$405	Cisco Unified IP Phone 7942G	CON-SNT-CP7942	\$8
CP-7945G=	\$495	Cisco Unified IP Phone 7945G	CON-SNT-CP7945	\$8
CP-7962G=	\$505	Cisco Unified IP Phone 7962G	CON-SNT-CP7962	\$8
CP-7965G=	\$625	Cisco Unified IP Phone 7965G	CON-SNT-CP7965	\$8
CP-7975G=	\$705	Cisco Unified IP Phone 7975G	CON-SNT-CP7975	\$8



<b>CP-7985-PAL=</b>	\$3,595	Cisco Unified IP Phone 7985G, Phase Alternating Line (PAL), for countries with 50-Hz AC power (spare)	CON-SNT-CP7985	\$8
<b>CP-7985-NTSC=</b>	\$3,595	Cisco Unified IP Phone 7985G, National Television System Committee (NTSC), for countries with 60-Hz AC power	CON-SNT-CP7985	\$8
<b>Cisco Mobility Express Access Points</b>				
<b>AIR-AP521G-A-K9</b>	\$499	Cisco IOS Software 802.11b/g access point; integrated antennas; FCC regulatory domain	CON-SNT-AP521GA	\$35
<b>AIR-LAP521G-A-K9</b>	\$499	Controller mode; 802.11b/g LWAPP access point; integrated antennas; FCC regulatory domain	CON-SNT-LAP521GA	\$35
<b>AIR-AP521G-E-K9</b>	\$499	Cisco IOS Software 802.11b/g access point; integrated antennas; ETSI regulatory domain (Europe)	CON-SNT-AP521GE	\$35
<b>AIR-LAP521G-E-K9</b>	\$499	Controller mode; 802.11b/g LWAPP access point; integrated antennas; ETSI regulatory domain (Europe)	CON-SNT-LAP521GE	\$35
<b>AIR-AP521G-P-K9</b>	\$499	Cisco IOS Software 802.11b/g access point; integrated antennas; Japan regulatory domain	CON-SNT-AP521GP	\$35
<b>AIR-LAP521G-P-K9</b>	\$499	Controller mode; 802.11b/g LWAPP access point; integrated antennas; Japan regulatory domain	CON-SNT-LAP521GP	\$35
<b>Cisco Mobility Express WLAN Controller</b>				
<b>AIR-WLC526-K9</b>	\$1,799	Cisco 526 Wireless Express Mobility Controller	CON-SNT-WLC526	\$144

## 6. Additional Resources

For a list of the latest versions of software for each component of the Cisco Smart Business Communications System, go to the Cisco Small Business Support Community at <http://www.cisco.com/go/smallbizsupport>.

For training and presales and postsales resources, go to the SBCS page on Partner Central at: <http://www.cisco.com/web/partners/sell/smb/products/sbcs.html>.



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